

# HUMAN SERVICES WORKER

A student who has completed the Job Corps Human Services Worker program is equipped with the skills to contribute to the workplace as a valued employee from day one. Competence in academic and vocational skills is required for graduation. In addition, Job Corps students learn employability and technological skills. To complete his or her Human Services Worker training, a student must master skills in these categories:

## INTAKE WORKER

### HUMAN SERVICES PROCEDURES

Demonstrate appropriate telephone communication skills; record client information; record client need on an intake form; copy client vital statistics documents; complete intake check list; visit a facility and observe intake procedures; explain the concept of eligibility criteria; determine a client's eligibility for services; explain acceptance/non-judgmental attitudes, confidentiality and interpersonal skills; demonstrate sensitivity to diverse cultural backgrounds and personal experiences showing respect and non-discriminatory attitudes and behavior.

### DEVELOPMENTAL SKILLS

Demonstrate coping and time management skills, note-taking techniques; give an oral report about a client case; demonstrate reading and vocabulary, critical thinking and listening skills.

### LANGUAGE SKILLS

Demonstrate writing skills; write a short expository essay demonstrating a plan, drafts, revisions and proofreading; write a short paper that clarifies and supports a point of view.

### MATH SKILLS

Demonstrate basic math skills in addition, subtraction, multiplication and division.

## PROGRAM AIDE

### ADVANCED HUMAN SERVICES PROCEDURES

Describe the human services worker/social worker's role in alleviating community problems; discuss the historical roots of human services/social work; discuss social group work and the settings where it occurs; discuss the major systems and institutions in the community and their purposes and inter-relationships; explain the historical and legal bases for institutional and non-institutional social services for children; write a paper demonstrating understanding of problems, standards and practices of services for children and the available social agencies and programs; describe local, state and federal voluntary and governmental social policies and services; conduct a group session demonstrating leadership skills and knowledge of group dynamics; role-play a client interview; tape an interview with a client that uses language and modes of communication appropriate to the client; describe the study of human behavior; describe the structure and function of the nervous system as related to behavior; describe foundations of learning, intelligence, social behavior, personality and feelings and emotions; describe the structure of the family and its institutional aspects to include childhood development, courtship, marriage, parenthood, divorce, and bereavement; explain the importance of racial, ethnic, religious, cultural and class difference as related to human services; give a 15-minute oral presentation on a topic related to a skill in this section.